

**FTS News****FY06 – Issue #1**

May 1, 2006

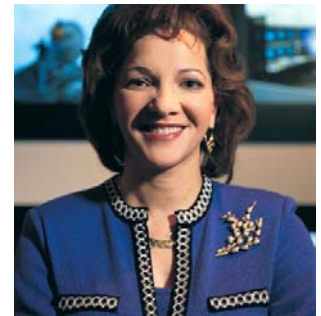
GSA Administrator nominated	1
GSA's agency website	1
Federal Technology Service-Value Proposition	2
FTS Telephone Trouble Reporting Center	2
GSA prepares for secure federal ID card acquisition (HSPD-12)	3
GSA EXPO	3
Regional Contacts	4

UPDATE: Bush to nominate Doan for GSA Administrator

The White House has nominated Lurita Alexis Doan to be the next administrator of the General Services Administration.

Doan, founder and former president of New Technology Management Inc. of Reston, VA, would replace Stephen Perry, who left the agency on Oct. 31, 2005.

Doan will have to be confirmed by the Senate.

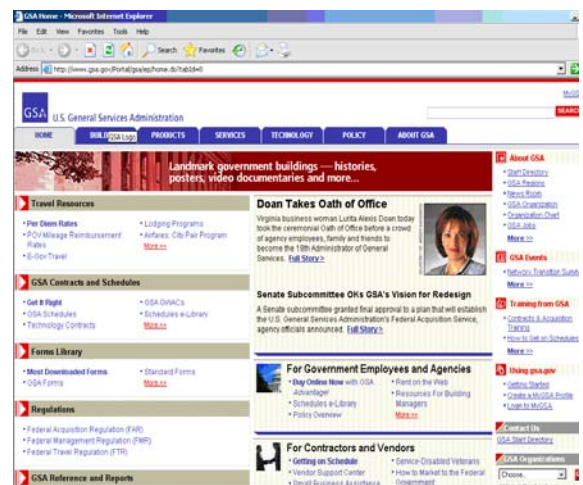


For weeks the rumor mill swirled that the administration would break the mold and name the first woman to head GSA. Doan brings a strong IT and business background as well as strong familiarity with federal contracting from her former company, New Technology, a systems integrator, holding contracts with the departments of Army, Air Force, Navy, and the Department of Homeland Security and GSA.

Doan received her bachelor's degree from Vassar College in Poughkeepsie, NY and her master's degree from the University of Tennessee-Knoxville.

GSA's agency website is better than ever

ForeSee Results "E-Government Satisfaction Index" reported that GSA's agency website www.gsa.gov has experienced a steady and appreciable upward trend in its satisfaction scores and currently better meets the needs of its customers than at any time in the past. This quarter's score of 67 is three points higher than last quarter and a full 12 points above the site's score at this time last year. Those who worked on the site noted that gsa.gov's continued improvement can be credited in large part to the mandates of the President's Management Agenda (PMA), which call upon federal employees to make government more citizen-centric and results oriented.



Federal Technology Service

Mission: GSA helps federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies.

The New England Federal Technology Service (FTS) provides our customers with a total solution through premier acquisition excellence with experienced and technical project managers, warranted contracting officers, legal counsel, streamlined contracting and financial administration. "Acquisition Timeliness and Cost Efficiencies provide the Right Service, Right Product, Right Quantity, and the Right Price."

FTS Value Proposition: Through the first half of FY 2006, FTS New England Region has awarded approximately \$16 million in new, assisted services task orders for DOD and Civilian Agencies with an average cost savings of 9.08% versus the Independent Government Cost Estimate (IGCE).

GSA FTS responds to continuous and rapid-fire changes in the technology world. FTS provides a range of information technology, telecommunications programs, and professional services offering assisted procurements through government-wide acquisition contracts (GWAC's), GSA Multiple Award Schedules (MAS), and other government contracts.

FTS is organized into three functional areas:

- Program Planning and Development
- Acquisition Operations
- Service Delivery

Program areas supported by the New England Region FTS associates include:

- Development and management of acquisition vehicles for technology solutions
- Acquisition of IT products and services Technology support functions
- Service delivery for IT, Network Services, and Professional Services



Did you know you can upgrade your Verizon cell phone performance?

By dialing *228 then **send**, you will be prompted to Press 1 to program your phone or **Press 2** to update your roaming capabilities, **Press 2**. You will hear "Please continue to hold while your phone is programmed." Upon completion you will receive confirmation "your phone has been programmed successfully, thank you for calling Verizon." This will maximize your phone's performance by upgrading the latest software and adding the latest cellular tower mapping. You should perform this function monthly!



Maureen Bergin

FTS Telephone Trouble Reporting Center

Many of our FTS customers know we're only a phone call away to report telephone trouble. Maureen Bergin and John Sullivan have been providing our customers with around-the-clock support for many years.

Maureen Bergin is the Assistant Program Manager responsible for manning the trouble desk with the support of the FTS Team. We are making several changes to our trouble reporting procedures, and these process improvements will provide our client agencies with improved customer service responses.

Please continue to report telephone problems to GSA at [1-866-504-6353](tel:1-866-504-6353) or FTS.phonehelp@gsa.gov

We look forward to expeditiously resolving your telecommunications troubles.

GSA prepares for secure federal ID card acquisition

GSA issued a Homeland Security Presidential Directive (**HSPD**)-12 Request for Information (RFI) seeking information from the vendor community on their capability to provide systems' solutions that will meet the implementation requirements of HSPD-12 (Policy for a Common Identification Standard for Federal Employees and Contractors, effective date of policy 10/27/05). Specifically, GSA is seeking information on the capability of commercial vendors to deploy, operate, and maintain system solutions that provide one or more of the following core components for HSPD-12 systems:



- Registration system/services;
- Identity Management System/services;
- Card Management System/services;
- Public Key Infrastructure (PKI) Certification Authority Services; and
- Card Printing System/services.

Vendor solutions must comply with HSPD-12, Federal Information Processing Standard 201 (FIPS 201) and applicable Special Publications developed by the National Institute of Standards and Technology. Information gathered will aid GSA in the development of HSPD-12 blanket purchase agreements for client agencies.

For more information, contact: Michael Stec, (617) 565-7142

To view Homeland Security Presidential Directive/HSPD-12, visit URL:

<http://www.whitehouse.gov/news/releases/2004/08/20040827-8.html>



MAY 15, 16, 17 AND 18, 2006



EXPO 2006 is a FREE Training Conference and Trade Show Exposition designed for all levels of government personnel who make or influence procurement decisions.

GSA International Products and Services Expo 2006 will be our 12th annual expo, and our biggest and best yet! More training, more exhibits, and lots of great reasons to join us in San Antonio on May 15, 16, 17 and 18, 2006.

TRAINING*TRAINING*TRAINING*TRAINING

FEDERAL AND MILITARY CUSTOMERS:

Admission is Free! There will be more than 200 hours of FREE training courses offered, and attendees can earn Continuous Learning Points (CLP). Our exhibit floor will have over 600 companies displaying products and services ranging from IT to recreational and vehicles to tools, pest control and financial management services.

Register on line at URL: <http://www.expo.gsa.gov>



Join us for EXPO 2006 on May 15, 16, 17 and 18, 2006 at the Henry B. Gonzalez Convention Center in San Antonio, Texas!

New England Region FTS at your service . . .

Serving Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and



FEDERAL TECHNOLOGY SERVICE

Assistant Regional Administrator	Sharon A. Wall	617-565-5760
----------------------------------	----------------	--------------

ACQUISITION

Executive	Anthony Guerra	617-565-6573
-----------	----------------	--------------

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND SALES

Manager	Pamela Horne	617-565-5692
---------	--------------	--------------

INFORMATION TECHNOLOGY SOLUTIONS & PROFESSIONAL SERVICES

Director, Acting	Dennis Wholey	617-565-5762
------------------	---------------	--------------

CUSTOMER SERVICE TEAM MANAGERS:

North Team, Acting	Anthony Guerra	617-565-6573
--------------------	----------------	--------------

South Team	Wallace French	617-565-8389
------------	----------------	--------------

NETWORK SERVICES

Director	Dennis Wholey	617-565-5762
----------	---------------	--------------

PROGRAM MANAGEMENT

Director	Joe Nickerson	617-565-6727
----------	---------------	--------------

FINANCIAL AND BUSINESS MANAGEMENT

Manager	Barbara Ballard	617-565-5764
---------	-----------------	--------------

FTS Main Telephone line		617-565-5721
-------------------------	--	--------------

GSA e-Mail address format:	firstname.lastname@gsa.gov
----------------------------	----------------------------

On-line ordering system:	http://it-solutions.gsa.gov
--------------------------	-----------------------------------------------------------------------

For more information about the New England Region FTS,

visit URL: <http://www.gsa.gov/r1>